



Job Title	Airport Operations Agent	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	15090

Class Specification – Airport Operations Agent

Summary Statement:

The purpose of this position is to deliver a high level of customer service to airport customers by responding to requests, complaints, and inquiries about the airport and its services; responding to complaints or requests; monitoring the landside and terminal operations to ensure safe and efficient flow for customer; efficiently coordinates services of customers, airlines, and concessionaires; and monitoring building construction and maintenance to ensure minimal disruptions. Other duties include assisting with terminal evacuations in an emergency and coordinates with Airport Police; monitoring all ground transportations and curbside access; and assisting with security inspections.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
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Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
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50%	Performs daily inspections of landside parking lot and roadways to ensure safe conditions exist; monitors airport maintenance and construction projects to ensure safety; coordinates orderly flow of traffic and issues citations enforcing City Ordinances; communicates with customers; monitors flow of taxicabs, shuttle busses, and limousines for ground transportation, and responds to mitigating the wildlife hazard management plan.
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35%	Coordinates customer needs with appropriate agency; responds to emergencies, incidents, accidents, and medical incidents; monitors the terminal facility is functioning in a safe and efficient manner; enforces regulations and ordinances; and supports Senior Operation Agents.
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15%	Monitors security procedures within the Airport Security Plan; conducts TSA mandated daily inspections, vehicle inspections, badge inspections, and building inspections for safety and security; provides timely response to building alarms; and assists operations supervisor with security inspections and regulatory enforcement of security protocols.
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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time airport operations related experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Colorado Driver's License

Upon hire

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised: Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received: Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility: This job title prepare accounting, budget, employee actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Trucks, TES Braking Decelerometer, noise monitoring equipment, emergency location transmitter, directional finder, monitoring/operating phones, radios, security camera, controlled gate access systems, copiers, fax, computers, and communications equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: October 2014